

ADOA Remote Access Request



☐ Part 1 End User

(User Information)

Applicant's Name	Last	First	LAN Userid
Agency and Address			PON/SubPON (If State Agency Requesting)
Phone # and E-mail	()		E-mail Address (required)
Applicant's Signature			Date
Supervisor's Authorization	Print Name/Signature	Date	Phone Number

☐ Part 2 Agency Authorization

(Agency Granting Access)

Authorizing Agency	Division	Department	PON/SubPON
Agency Address:		City	Zip Code
Name (Must be on agency MAC authorization list)	Please Print		
Email Address			
Title		Phone	
Signature			Date

☐ Part 3 Remote Access Accounts

(Information Security Services)

Please select which access you need:			
VPN (use with ISP)	New <input type="checkbox"/>	(Must have an Internet Service Provider in order to use VPN)	
Terminal Service	New <input type="checkbox"/>	(Available for ADOA ONLY) (VPN Account required to access remotely)	
<ul style="list-style-type: none"> Special Applications: _____ Network Drives/Folders: _____ 			
HOD	New <input type="checkbox"/>	(VPN Account required to access remotely)	
Security RACF:	Name and Signature	Date	
Date Received	Date Completed	Initials	User Id

PLEASE FAX 602-542-0095

Updated – 9/14/2006

☐ Part 4

REMOTE ACCESS FORM INSTRUCTIONS

****All Remote Access requests will be routed through to Information Security Services office.****

☐ Part 1 End User Instructions

The End User is the person requesting remote access and is required to fill out and sign this portion of the form. If they are a State employee, they will need to provide the PON/SubPON number of the Agency/Dept they are assigned to. If this is not known, please provide the phone number and we will research it. Their supervisor will need to authorize (sign) this remote access request.

☐ Part 2 Agency Authorization Instructions

The authorizing Agency is the Agency granting access to the End User. An example of that would be, an employee from ADOA accessing ADOT's MVD records. ADOT would be the agency granting access and would therefore need to authorize this form. If a 3rd party End User is requesting access to an Agency's application, then the Agency granting access would also need to provide their PON/SubPON, as they would be billed for this VPN access. Please fax your completed forms to 602-542-0095.

☐ Part 3 Remote Access Accounts

This part of the form will be verified and signed by Information Security Services.
Account administrators will contact the customers with their username and password.

Remote Access Instructions

- **VPN Instructions**

- Login the VPN site at: <http://vpn.state.az.us> using the username password provided by the account administrator. Users can download and install the VPN client to their desktop, or use the web client On-Demand to create the VPN session through the internet. VPN provides connection access only.

- **Terminal Services (ADOA only)**

- Terminal Services allows an individual to remotely access their network storage folders and work applications using a computer with a VPN connection established. To access Terminal Services, you will need to first log into VPN, then launch a Remote Desktop session. To launch a session, go to your Start menu→Programs→Accessories→Communications, select Remote Desktop Connection. A connection dialog box will appear, type the server name your account administrator gave you. *(Your account administrator will provide you with specific information, such as, userid/password and a server name to connect to.)*
- Standard Terminal Services applications are access to network drives, MS-Office suite, and GroupWise. If you have a need for a specific application (such as Remedy, dot Project, or Visio), please indicate it on the form.

- **Host on Demand (HOD)**

- Be prepared to provide your LAN userid to the HOD account administrator. In order to log into HOD remotely, first log into the VPN account. Once logged into VPN, open Internet Explorer...then For HOD, users can go to either:
<http://ipcmt01.ipc.ad.state.az.us/hod/hod.html> (preferred method) or
<http://159.87.39.245/hod/hod.html>
- HOD is only a 3270 terminal emulator (interface). A 3270 emulator allows a PC to communicate with a variety of mainframe applications.

- All NEW remote access requests will be processed through ADOA's Information Security Services office.
- Account administrators will contact customers with their username and passwords for each account.
- Please contact the Help Desk if you are experiencing any connectivity issues with any of the Remote Access accounts. The Help Desk may be reached at: 602-364-4444
- Please contact the Help Desk for account change requests such as deletions, or name changes.

PLEASE FAX 602-542-0095